

2/26/2008 1:31 PM

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**Sent:** Tuesday, February 26, 2008 1:27 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 00121B-TP, Embarq's RCA Rpt - February 2008  
**Attachments:** 000121B-TP, Embarq's RCA Rpt, 2-26-08.pdf

**Filed on Behalf of:** Susan S. Masterton  
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**Docket No.** 000121B-TP

**Title of filing:** Embarq's RCA Rpt. - February 2008

**Filed on behalf of:** Embarq Florida, Inc.

**No of pages:** 4 pages

**Description:** Embarq's Root Cause Analysis (RCA) Rpt - February 2008



000121B-TP,  
barq's RCA Rpt,

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**February 26, 2008**

**Ms. Ann Cole  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850**

**RE: Docket No. 000121B-TP**

**Dear Ms. Cole:**

**Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's February 2008 Root Cause Analysis (RCA) report as required by Order Number PSC-03-0176-CO-TP in Docket 000121B-TP. This order required that any failure in three consecutive months to meet any performance for a given level of disaggregation shall require a RCA by Embarq, which shall then be published on a monthly basis. This report is for results for the period of October 2007 through December 2007 as published in the November, December and January reports.**

**Copies have been served to the parties shown on the attached Certificate of Service.**

**Sincerely,**

**Susan S. Masterton**

**Enclosures**

**cc: David Rich  
Jerry Hallenstein  
Tabitha Hunter  
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**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail to all known parties of record this 26th day of February, 2008.

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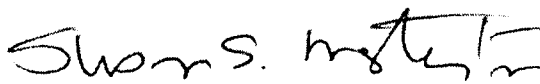
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Susan S. Masterton



## February 2008 Root Cause Analysis Report (reflects December 2007 data published January 2008)

### Florida Public Service Commission

#### Background

If there is non-compliance at the aggregate level in three consecutive months for a given level of disaggregation, Embarq shall provide a report of root cause analysis on a monthly basis. Embarq's root cause analysis shall include a plan for corrective action with key activities and anticipated completion dates for implementation.

Measure 01: Average Response Time to Pre-Order Queries					
Submeasure : 01.08.02: Loop Pre-Qualification - All Manual					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Server outages for the SPICE application caused pre-order response times to exceed parameters.	4Q2007	1Q 2008	0	1Q 2008	The fail over servers for the SPICE application are now in place. The move from Dallas to Tulsa is now complete. Interruptions to the network should now be corrected. This is compliant due to a small sample size

Measure 11: Percent of Due Dates Missed					
Submeasure 11.101.01: UNE Loops xDSL Provisioned - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
UNE loops behind remote end offices are not identified prior to dispatch, which is causing missed commits. The 18 non-compliant orders, 3 were because Plant Facilities, 12 were because company reasons and 1 for Commercial provided	1QT2008	3QT2008	31%	3QT2008	Order information is sent to OSP supervisors to get TSI information loaded into CLAS to allow orders to flow properly. Embarq is conducting refresher training for technicians using TSI technology on an "as needed" basis. Embarq's staff will develop an M&P for CO technicians for continuing education

Measure 11: Percent of Due Dates Missed					
Submeasure 11.11.01: UNE Loops Non-Designed Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 11 orders contributing to non-compliance, 2 required CIRAS orders which were completed after the	2QT2007	3QT2008	41%	3QT2008	These issues have been discussed with field management and they will coach as necessary.



due date. On 2 orders field work was not completed until after the due date because first the CLEC provided incorrect information and second the customer had to close the premises while the field work was in progress. On 1 the /Facilities Check was not removed from the order in time to meet the due date. In addition, 2 required field work which was not completed by the due date.					
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<b>Measure 17a: Percentage of Troubles within 5 days for New Orders</b>					
<b>Submeasure 17a.01: Residential POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Of the 47 tickets contributing to this non-compliance, 16 or 34% were caused by defective/deteriorated buried cable or acts of nature which impacted buried cable. These tickets do not appear to have a direct link to the service order. Of the 47 tickets, 13 or 28% were due to jumper work on the frame and NID issues.	2Q 2005	1 <sup>ST</sup> Q 2008	98%	3QT2008	Embarq is meeting with contractors on a weekly basis to ensure proper procedures are followed. We continue to emphasize completion testing on service orders and are replacing outside plant cables that contribute to trouble tickets. Embarq is also reaching out to CLECs with high levels of troubles to further investigate the issue. Embarq's account management and analysis team are working with affected CLECs to improve understanding and communication of repair issues.
<b>Measure 18: Average Completion Notification Interval</b>					
<b>Submeasure 18.03: Electronic-Manual Mix</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Of the 51 orders contributing to non-compliance, 24 or 47% were due to the R order on the PON closing after the 24 hour limit. For 16 or 31% of the 51 orders the order didn't complete in IRES until after the 24 hour limit. There were 2 or 4% requiring CIRAS orders which didn't close in IRES until after the 24 hour limit.	1QT 2007	1QT2008	28%	1QT2008	The fact that R orders often are the last order on the PON to close and typically close after the due date continue to cause an out of compliant situation on this measure. The ACTC fid project went into production which will affect next month results. The new process will have an email generated either to the EROC or the BROCC depending on the order, if the ACTC is not mechanically successful the first try. Embarq is currently working on the implementation of a new ordering system as well as new internal processes. The new system is expected to shorten cycle time in many areas and improve the CLEC customer experience.